

MEMORANDUM

TO: Arizona Courts

FROM: Dorrie Wiltberger
MVD Records Administrator & Court Liaison

DATE: June 17, 2019

SUBJECT: MVD Office Closures

The Arizona Department of Transportation Motor Vehicle Division is streamlining customer service to serve Arizonans better.

Part of that process involves replacing our outdated computer system with a new, state-of-the-art platform for our Customer Service Representatives to use, and this will require a significant amount of training.

The most efficient method is to have employees in each office train together. This means offices in your community will be closed temporarily for one week. Please see the schedule at www.azdot.gov/mobilemvd for specific dates.

Obviously a week-long closure is a significant interruption in service, but MVD has prepared contingencies.

In many communities, limited services will be provided with the new MVD mobile office that will be parked at the existing MVD location. The MVD mobile office will be able to do most MVD transactions including issuing licenses, vision tests, title work and registrations among others, but road tests and written tests won't be conducted. For service locations and hours, please go to www.azdot.gov/mobilemvd.

For information on the nearest alternate MVD offices and Authorized Third Party providers, please visit www.azdot.gov/mvd.

MVD suggests that if possible, customers postpone any transactions that can't be done online until the MVD office re-opens.

About two-thirds of MVD transactions can be done online at www.servicearizona.com and by establishing a personal AZMVDNow account accessed through ServiceArizona.com.

By expanding office hours, providing more online services and other efficiencies, MVD has lowered average statewide customer experience times to about 22 minutes, compared to nearly an hour in 2015. Installing a modern and more capable computer system is one more way MVD is better serving customers and using our resources wisely.